SuccessMaker 7

Upgrade Guide

ALWAYS LEARNING PEARSON

Document last updated on August 29, 2014

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1

Overview

This Pearson *SuccessMaker 7 Upgrade Guide* is for Information Technology personnel or Pearson engineers who will install the SuccessMaker® upgrade at an existing SuccessMaker site. It also is intended for use by customers with an operational SuccessMaker 5 (SM5) or SuccessMaker 6 (SM6) installation who are upgrading to the SuccessMaker 7 (SM7) product.

To use the instructions in this guide, you must be able to perform basic operating system tasks.

If you need assistance or have questions related to the SuccessMaker upgrade, contact Pearson Technical Support at: support.pearsonschool.com

To see up-to-date installation instructions, see Knowledge Base article 4983 for the latest edition of this guide.

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Upgrade

This chapter describes how to upgrade to the SuccessMaker 7 product. Follow the instructions in the order presented.

NOTE: THE INSTRUCTIONS IN THIS CHAPTER ARE FOR EXISTING SM5 OR SM6 INSTALLATIONS ONLY.

The upgrade process uses your current configuration settings for third-party applications. It will retain organizations, licenses, proficiency settings, and administrator accounts. Teachers and students will be deleted after being exported into an Excel file on the database server. The SM7 Import and End-of-Year Rollover can be used to import teachers, students, and specific assignments after the upgrade. See Knowledge Base article 4364 for details.

In multi-server environments, the Upgrade will automatically detect the deployment type during the upgrading. The possible deployment types are:

Database Server (DB)	Stores organizations, users, and student performances records.
Application Server (App)	Delivers reports and different user interfaces, and stores audio recordings.
Web Server (Web)	Delivers static files, such as content.
Single Server	Contains DB, App and Web servers all on the same server.

If you are unsure of the server deployment type, see Knowledge Base article 5350 for details.

Before You Start

Before starting the installation, you must:

- ✓ Back up the existing SM5/SM6 database. See Knowledge Base article 1837.
- ✓ Close all applications.
- ✓ Disable all anti-virus applications.
- ✓ Ensure that your system conforms to or exceeds the system requirements. Review the SuccessMaker 7 *System Requirements* online in Knowledge Base article 3981.

- ✓ Ensure that you have copies or access to copies of your Secure Sockets Layer certificates (SSL) if used in your environment for SuccessMaker.
- ✓ Download and extract the SM7 package.
- ✓ Deployments with multiple servers must upgrade in the following order:
  1) Database server (DB)
  2) Application servers (App)
  3) Web servers (Web)
- ✓ Each DB, App, and Web server must be updated to SM7 before attempting to use the system.

Downloading the SuccessMaker 7 Product

1. Log in with Administrator rights to the server or stand-alone workstation.
2. Browse to: http://smdownload.smhost.net/onlinedelivery/
3. Enter the organization's customer number, and click **Go**.

NOTE: EACH ORGANIZATION, SCHOOL, OR DISTRICT WILL HAVE A SEPARATE CUSTOMER NUMBER. THE CUSTOMER NUMBER THAT AUTHORIZES THE SM7 DOWNLOAD WAS PROVIDED IN THE SM7 *WELCOME LETTER*.

IF THE CUSTOMER NUMBER CANNOT BE LOCATED, CONTACT PEARSON TECHNICAL SUPPORT AT: SUPPORT.PEARSONSCHOOL.COM

4. Read the license agreement, and accept by clicking **I Agree.**
5. Follow the onscreen instructions, which vary by operating system.
6. On completion of the download, mount the ISO image. For more information on how to mount an ISO image, see Knowledge Base article 4483.

If you encounter technical issues with the download, contact Pearson Technical Support: at support.pearsonschool.com

Upgrading the SuccessMaker Product

The following sections describe how to upgrade the SM5/SM6 product. Use the instructions for your type of implementation.

The SuccessMaker 7 upgrade will automatically detect the version and deployment type of SuccessMaker that is installed currently. Any version of SuccessMaker 5 or 6 single server, DB, App, or Web only servers can be upgraded directly to SuccessMaker 7. If you are unsure of your SuccessMaker version, see Knowledge Base article 4348 for details on how to determine your current version.

Windows: Upgrading the SuccessMaker Product

Follow the instructions in this section to run the SuccessMaker 7 upgrade on a Microsoft® Windows® implementation.

To upgrade in a Windows implementation:

1. Log in with Administrator rights to the server or stand-alone workstation.
2. Click **Start** on the taskbar. Browse to the mounted location of the **SuccessMaker7.iso** components.
3. Double-click the **successmaker.exe** file to initiate the upgrade.
4. On the Introduction page, review the information and click **Next**.
5. Follow the instructions for the server type:
    a. For Single Server or DB only upgrades, a PostgreSQL Account Information page appears, enter the existing PostgreSQL password and click **Next**.

        NOTE: A **DATABASE VALIDATION FAILED** ERROR MESSAGE APPEARS IF AN INCORRECT POSTGRESQL PASSWORD IS ENTERED. CLICK **OK**, ENTER THE CORRECT PASSWORD, AND CLICK **NEXT**.

        IF YOU DO NOT KNOW THE POSTGRESQL PASSWORD, REVIEW KNOWLEDGE BASE ARTICLE 2922 FOR PASSWORD RETRIEVAL.

    b. For Application only server upgrades, a Tomcat Service Account Details page appears. Select **Use System Account** and click **Next**.
    c. For a Web only server, proceed to the next step.
6. On the Pre-Installation Summary page, verify your selections, and then click **Install**.
7. The Installing SuccessMaker page appears. Depending on the hardware, deployment type, and your SuccessMaker 5 or 6 usage, the upgrade installation will take between 30 minutes and two hours.
8. On the Install Complete page, review the message to confirm it displays: "Congratulations! SuccessMaker has been successfully installed to: *[path]* Press “Done” to quit the installer"

    where *path* is the location of the installed product,
    for example, C:\Program Files (x86)

    If the screen contains a different message such as text that indicates that the upgrade finished with errors, contact Pearson Technical Support at: support.pearsonschool.com
9. Click **Done**.

10. Restart the server.

    IMPORTANT: IF USING OVER 400 CONCURRENT USERS, MODIFICATION OF THE IMU IS REQUIRED. COMPLETE THE "PERFORMANCE TUNING A SUCCESSMAKER SERVER WITH OVER 400 CONCURRENT USERS" STEPS IN THE **INSTALLATION MANAGEMENT UTILITY** SECTION.

    FOR MULTI-SERVER DEPLOYMENTS, REPEAT STEPS 1-11 FOR EACH DB, APP, AND WEB SERVER IN YOUR ENVIRONMENT.

11. Optional: For SM7 supported Windows server platforms, after you finish the upgrade, the operating system level postgres user is no longer required or used by the postgres service. It can be removed from the local users and groups on the server.
12. Optional: After you finish the upgrade, you can perform the rollover for any single server or DB only servers, if you want to retain teachers, students, or student assignments. For instructions on how to use the rollover, See Knowledge Base article 4364 for details.
13. After you have completed the rollover or if no rollover is to be performed, you are ready to complete the post-installation tasks. Proceed to Chapter 3, Post-Installation.

Mac: Upgrading the SuccessMaker Product

Follow the instructions in this section to run the SuccessMaker 7 upgrade on an Apple® Macintosh® (Mac®) implementation.

To upgrade in a Mac implementation:

1. Log in with Administrator rights to the server or stand-alone workstation.
2. Open **Terminal** located in **Applications** > **Utilities**.
3. Type **su** and press **Enter**.
4. Enter the root password and press **Enter**.
5. Change into the mounted directory location of the **SuccessMaker7.iso** components in **Terminal**.
6. Type the following case sensitive command:

   ./successmaker.app/Contents/MacOS/successmaker
7. On the Introduction page, click **Next**.
8. For Single Server or DB only servers, a PostgreSQL Account Information page appears. Enter the existing PostgreSQL password and click **Next**.

   NOTE: A **DATABASE VALIDATION FAILED** ERROR MESSAGE APPEARS IF AN INCORRECT POSTGRESQL PASSWORD IS ENTERED. CLICK **OK**, ENTER THE CORRECT PASSWORD, AND CLICK **NEXT**.

   IF YOU DO NOT KNOW THE POSTGRESQL PASSWORD, REVIEW KNOWLEDGE BASE ARTICLE 2922 FOR PASSWORD RETRIEVAL.
9. On the Pre-Installation Summary page, verify your selections and click **Install**.
10. The Installing SuccessMaker page appears. Depending on the hardware, deployment type, and your SuccessMaker 5 or 6 usage, the upgrade installation will take between 30 minutes and two hours.
11. On the Install Complete page, review the message to verify it displays: "Congratulations! SuccessMaker has been successfully installed to: *[path]* Press "Done" to quit the installer"

    where *path* is the location of the installed product, for example, /Applications

    If the screen contains a different message such as text that indicates that the upgrade finished with errors, contact Pearson School Technical Support at support.pearsonschool.com.

12. Click **Done**.
13. Restart the server.

    IMPORTANT: IF USING OVER 400 CONCURRENT USERS, MODIFICATION OF THE IMU IS REQUIRED. COMPLETE THE "PERFORMANCE TUNING A SUCCESSMAKER SERVER WITH OVER 400 CONCURRENT USERS" STEPS IN THE **INSTALLATION MANAGEMENT UTILITY** SECTION.

    FOR MULTI-SERVER DEPLOYMENTS, REPEAT STEPS 1-13 FOR EACH DB, APP, AND WEB SERVER IN YOUR ENVIRONMENT.

14. Optional: After you finish the upgrade, you can perform the rollover for any single server or DB only servers if you want to retain teachers, students, or student assignments. For instructions on how to use the rollover, See Knowledge Base article 4364 for details.
15. After you have completed the rollover or if no rollover is to be performed, you are ready to complete the post-installation tasks. Proceed to Chapter 3, Post-Installation.

Novell SLES and openSUSE: Upgrading the SuccessMaker Product

Follow the instructions in this section to run the SuccessMaker 7 upgrade on a Novell® SUSE Linux® Enterprise Server (SLES) or Novell openSUSE implementation.

To upgrade in a Novell SLES or openSUSE implementation:

1. Log in with Administrator rights to the server.
2. Open **Terminal** located in **Applications**.
3. Type **su** - and press **Enter**.
4. Enter the root password and press **Enter**.
5. Change into the mounted directory location of the **SuccessMaker7.iso** components in **Terminal**.
6. Type the following command:

   chmod 744 ./successmaker.bin
7. Type the following command:

   ./successmaker.bin
8. On the Introduction page, click **Next**.
9. For Single Server or DB only upgrades, a PostgreSQL Account Information page appears. Enter the existing PostgreSQL password and click **Next**.

   NOTE: A **DATABASE VALIDATION FAILED** ERROR MESSAGE APPEARS IF AN INCORRECT POSTGRESQL PASSWORD IS ENTERED. CLICK **OK**, ENTER THE CORRECT PASSWORD, AND CLICK **NEXT**.

   IF YOU DO NOT KNOW THE POSTGRESQL PASSWORD, REVIEW KNOWLEDGE BASE ARTICLE 2922 FOR PASSWORD RETRIEVAL.
10. On the Pre-Installation Summary page, verify your selections and click **Install**.
11. The Installing SuccessMaker page appears. Depending on the hardware, deployment type and your SuccessMaker 5 or 6 usage, the upgrade installation will take between 30 minutes and two hours.
12. On the Install Complete page, review the message to verify it displays: "Congratulations! SuccessMaker has been successfully installed to: *[path]* Press "Done" to quit the installer"

    where *path* is the location of the previously installed product, for example, /opt

If the screen contains a different message such as text that indicates that the upgrade finished with errors, contact Pearson Technical Support at support.pearsonschool.com.

13. Click **Done**.
14. Restart the server.

    IMPORTANT: IF USING OVER 400 CONCURRENT USERS, MODIFICATION OF THE IMU IS REQUIRED. COMPLETE THE "PERFORMANCE TUNING A SUCCESSMAKER SERVER WITH OVER 400 CONCURRENT USERS" STEPS IN THE **INSTALLATION MANAGEMENT UTILITY** SECTION.

    FOR MULTI-SERVER DEPLOYMENTS, REPEAT STEPS 1-14 FOR EACH DB, APP, AND WEB SERVER IN YOUR ENVIRONMENT.

15. Optional: After you finish the upgrade, you can perform the rollover for any single server or DB only servers if you want to retain teachers, students, or student assignments. For instructions on how to use the rollover, See Knowledge Base article 4364 for details.
16. After you have completed the rollover or if no rollover is to be performed, you are ready to complete the post-installation tasks. Proceed to Chapter 3, Post-Installation.

3

Post-Installation

This chapter describes the post-installation tasks necessary to configure your SuccessMaker 7 installation. The post-installation tasks are designed to check your installation and verify that everything is operational.

This chapter provides the following instructions:

Server Checklist

- ✓ Upgrade Information
- ✓ Mama Configuration and Connectivity
- ✓ Content Checksum Validation

Client Checklist

- ✓ Client Configuration Checklist
- ✓ Verifying the SuccessMaker Home Page Access
- ✓ Accepting the Java Certificate

Server Checklist

To complete the following server checklist tasks, log in as a user with Administrative or root permissions.

Upgrade Information

During the upgrade, the following items were preserved from the SM5 or SM6 installation:

- System, District, and School Administrator Accounts
- District and School Organizations
- License Keys
- Proficiency Scale Settings
- Teacher, Student, and Student assignments if a rollover was performed

Log in to the product with an administrator account and confirm these data points are present.

MAMA Configuration and Connectivity

The Monitoring and Management Application (MAMA) server is used to distribute updates for the SuccessMaker product. Each installation has a MAMA client installed, which needs to be configured to receive updates. In this procedure, you will configure the client and receive all available updates.

IMPORTANT: STANDARDS AND ALIGNMENTS WILL BE DOWNLOADED BY SINGLE OR APPLICATION SERVERS ONLY.

NOTES: THE CLIENT RESOLUTION MUST BE SET TO 1024X768. A SMALLER RESOLUTION WILL NOT DISPLAY THE ENTIRE ADMINISTRATOR TOOL INTERFACE.

MAMA UPDATES ARE REQUIRED TO BE DOWNLOADED PRIOR TO FIRST USE OF SUCCESSMAKER TO RECEIVE THE NEW COMMON CORE OR STATE STANDARDS.

To check the MAMA configuration:

1. To access the MAMA configuration page or Admin Tool from the server or stand-alone workstation, enter the following URL into a supported web browser:
   http://localhost:18080/admintool/
2. On the left menu, click **Start/Stop MAMA Client**. The MAMA Client Service Commands window appears.
3. Click **Stop**, and then click **Submit**.

   NOTE: SOME OPERATING SYSTEMS WILL NOT DISPLAY THE CURRENT STATUS OF THE SERVICE. THE ABILITY TO MANAGE THE SERVICE STILL FUNCTIONS.
4. On the left menu, click **Set MAMA Client Properties**.
5. Verify the following.

   NOTE: IF THE SERVER WAS UPDATED FROM SM5 OR SM6, THE FOLLOWING FIELDS WILL BE POPULATED INITIALLY WITH A VALUE OF ZERO BEFORE RECEIVING UPDATES: PRODUCTION VERSION, CONTENT VERSION (MATH AND READING), NATIONAL AND STATE STANDARD VERSIONS.

Current Server ID	Confirm it populated correctly.
Current Site ID	Confirm it populated correctly.
Current School ID	Confirm it populated correctly.
New Debug Switch	Must be set to **on** (lowercase) to receive updates immediately. Make sure no one is using the system while updates are being applied. Set this option to **off** before using the product.
Current MAMA Proxy URL (optional)	If server uses proxy to access the Internet

Current MAMA Proxy Port (optional)	If server uses proxy to access the Internet
Current Content Root	Relative location where content was installed
Standard State ID	Verify that the state is correct. If the correct state is not shown, go to Reference Materials in Appendix A, *Reference Materials*.
National Standards ID	Verify the box displays (NATL)

6. Click **Submit**. The Set Calling Time window appears.
7. Select a time in the drop-down list. This time is when the server will call MAMA to receive updates, when if the debug switch is set to OFF. All students and users should be off the system during this call-in time.
8. Click **Submit**.
9. Verify that **The MAMA client properties have been set successfully!** message appears.
10. On the left menu, click **Start/Stop MAMA Client**. The MAMA Client Service Command window appears.
11. Click **Start**, and then click **Submit**. After a moment, the MAMA Client Services Current Status should display **RUNNING**.

    NOTE: CURRENT STATUS DOES NOT DISPLAY ON ALL OPERATING SYSTEMS.

12. Click **View Update Info/Status** to monitor the progress of the updates being applied.

    NOTE: THE TOTAL UPDATE TIME REQUIRED FOR UPDATES TO APPLY WILL VARY DEPENDING ON THE SPEED OF YOUR INTERNET CONNECTION. ALLOW FOR UP TO 30 MINUTES ON AVERAGE FOR UPDATES TO APPLY. REVIEW THE KNOWLEDGE BASE ARTICLE 3989 TO VERIFY THE CURRENT MAMA VALUES ARE DISPLAYED TO CONFIRM SUCCESSFUL COMPLETION.

13. After the updates finish downloading and are installed, stop the MAMA Client and set Debug to **OFF** by following steps 2-12. Submit your changes.
14. **Start** the MAMA client, and close all open windows.

Content Checksum Validation

Once the upgrade is complete and all Mama updates have been applied, check to ensure all of the content files were installed successfully. See Knowledge Base article 4984 and complete the steps for your type of implementation (Windows, Mac OS X Server, SLES, or openSUSE).

Client Checklist

To complete the following Client Checklist tasks, log in as a user with Administrative rights to the client workstation.

Client Configuration Checklist

Ensure that the following requirements are met and the software packages are installed and working properly on the Client workstation.

- The workstation configuration conforms to or exceeds the minimum system requirements. See the SuccessMaker 7 *System Requirements* online at Knowledge Base article 3981.
- The workstation resolution for all client computers is set to 1024x768. A smaller resolution will not display the entire admin dashboard.
- Internet Explorer®, Safari®, Chrome®, or Firefox® is installed.
- Java® JRE is installed.
- Adobe® Reader® is installed. *(for teacher stations only)*
- Adobe Flash® Player is installed.

Verifying the SuccessMaker Home Page Access

1. Enter the following URL into a supported web browser:

   http://*serverip* or **http://*serverip*/lms/sm.view**
   where *serverip* is the IP address of the web server

   NOTE: FOR STAND-ALONE WORKSTATIONS, THE SUCCESSMAKER HOME PAGE IS HTTP://127.0.0.1 OR HTTP://127.0.0.1/LMS/SM.VIEW.

2. Verify that the SuccessMaker graphic appears.

Accepting the Java Certificate

1. On the SuccessMaker Home page, click the **Click to Sign In** button.
2. Log in as either a System, District, or School Administrator account, or as a student.
3. If prompted with a dialog asking if you want to run this application, select the **Do not show this again** for apps from the publisher and location above the check box, and then click **Run**.
4. The admin or student interface appears.

   You have completed the post-installation tasks. Now, you can create your baseline backup for the school. Proceed to Chapter 4, *Backup*.

4

Backup

This chapter describes how to back up your SuccessMaker data. To use these instructions, you must be able to perform basic Windows, Mac OS X Server, SLES, or openSUSE tasks.

Before You Start

Before beginning the backup procedure, verify the following:

- Administrative, root, or equivalent access to the server or stand-alone workstation is available.
- Sufficient hard drive space is available; the amount varies, based on the number of users and schools.
- No users are logged in to the SuccessMaker product.

Create Backup Using a Script

After the SuccessMaker product is installed and has received all of the latest updates, you need to create a baseline system backup.

The database contains fluency files, user information, and student history.

Windows: Backing Up the Database

The database backup is documented in the Knowledge Base article 1837. Review the article and download the **SMBackups.zip** attachment. Extract the files from the **SMBackups.zip** file.

To verify *.bat script functionality:

1. Log in to the server or stand-alone workstation with Administrator rights.
2. Move the **smbackup_automated_<version>.bat** file to any location, such as ***[path]*\Pearson\SuccessMaker**

   where *path* is the installation location; the default path is C:\Program Files (x86)
3. Double-click the **smbackup_automated_<version>.bat** file.

   NOTE: BACKUP WILL RUN IN THE COMMAND PROMPT AND AUTOMATICALLY CLOSE THE WINDOW AFTER SUCCESSFUL COMPLETION. ESTIMATED TIME DEPENDS ON THE DATABASE SIZE.

4. Launch Windows Explorer and browse to:

   ***[path]*\Pearson\SuccessMaker\LMSBackup**

   where *path* is the installation location; the default path is C:\Program Files (x86)

5. Verify that either a **Daily** or **Weekly** folder appears.

   NOTE: A DAILY FOLDER IS CREATED IF BACKUP RUNS MONDAY-THURSDAY. A WEEKLY FOLDER APPEARS IF BACKUP RUNS ON FRIDAY. BACKUPS WILL NOT RUN ON SATURDAY OR SUNDAY.

6. Browse the **Daily** or **Weekly** folder and verify the following:

   successmaker.dump exists and has a file size larger than **0KB**

   IMPORTANT: PEARSON RECOMMENDS THAT YOU REGULARLY BACK UP THE DATABASE. ONE SUGGESTION IS TO USE THE WINDOWS TASK SCHEDULER TO FORCE A BACKUP SCRIPT TO RUN A MINIMUM OF TWICE WEEKLY, WITH ONE DAY BEING FRIDAY.

   PEARSON RECOMMENDS THAT YOU ALSO MAINTAIN A COPY OF THE SUCCESSMAKER BACKUPS WITHIN YOUR ENTERPRISE BACKUP SOLUTIONS ON A SEPARATE SERVER; IF THE SERVER FAILS, YOU WILL STILL HAVE A BACKUP OF THE DATABASE. YOU ARE RESPONSIBLE FOR INTEGRATING THE SUCCESSMAKER BACKUPS INTO YOUR REGULAR DATA PROTECTION STRATEGY. BE SURE TO INCLUDE THE **LMSBACKUP** FOLDER IN YOUR ENTERPRISE SOLUTION BACKUP STRATEGY.

You are ready to use the SuccessMaker 7 product. Go to Appendix A, Reference Materials, to review best practices.

Mac OS X Server: Backing Up the Database

The database backup is documented in the Knowledge Base article 1837. Review the article and download the **SMBackups.zip** attachment. Extract the files from the **SMBackups.zip** file.

To verify *.sh script functionality:

1. Log in to the server or stand-alone workstation with Administrator rights.
2. Move the **smbackup_automated_<version>.sh** file to any location, such as ***[path]*/Pearson/SuccessMaker/**

   where *path* is the installation location; the default path is /Applications

3. Open **Terminal** on the file server.
4. Type **su** and press **Enter**.
5. Type the root password and press **Enter**.
6. Type the following command (use the location in step 2) and press **Enter**:

   cd [*path*]/Pearson/SuccessMaker/

   where *path* is the installation location; the default path is /Applications

7. Type the following command and press **Enter**:

   sh ./smbackup_automated_<version>.sh

   NOTE: BACKUP WILL RUN IN TERMINAL AND DISPLAY A "BACKUP COMPLETE" MESSAGE WHEN COMPLETE. ESTIMATED TIME DEPENDS ON THE DATABASE SIZE.

8. Launch Finder and browse to:

   ***[path]*/Pearson/SuccessMaker/LMSBackup/**

   where *path* is the installation location; the default path is /Applications

9. Verify that either a **Daily** or **Weekly** folder appears.

   NOTE: A DAILY FOLDER IS CREATED IF BACKUP RUNS MONDAY-THURSDAY. A WEEKLY FOLDER APPEARS IF BACKUP RUNS ON FRIDAY. BACKUPS WILL NOT RUN ON SATURDAY OR SUNDAY.

10. Browse the **Daily** or **Weekly** folder and verify the following:

    successmaker.dump exists and has a file size larger than **0KB**

    IMPORTANT: PEARSON RECOMMENDS THAT YOU REGULARLY BACK UP THE DATABASE. ONE SUGGESTION IS TO USE A TASK SCHEDULER THAT FORCES A BACKUP SCRIPT TO RUN A MINIMUM OF TWICE WEEKLY, WITH ONE DAY BEING FRIDAY.

    PEARSON RECOMMENDS THAT YOU ALSO MAINTAIN A COPY OF THE SUCCESSMAKER BACKUPS WITHIN YOUR ENTERPRISE BACKUP SOLUTIONS ON A SEPARATE SERVER; IF THE SERVER FAILS, YOU WILL STILL HAVE A BACKUP OF THE DATABASE. YOU ARE RESPONSIBLE FOR INTEGRATING THE SUCCESSMAKER BACKUPS INTO YOUR REGULAR DATA PROTECTION STRATEGY. BE SURE TO INCLUDE THE **LMSBACKUP** FOLDER IN YOUR ENTERPRISE SOLUTION BACKUP STRATEGY.

You are ready to use the SuccessMaker 7 product. Go to Appendix A, Reference Materials, to review best practices.

Novell SLES and openSUSE: Backing Up the Database

The database backup is documented in the Knowledge Base article 1837. Review the article and download the **SMBackups.zip** attachment. Extract the files from the **SMBackups.zip** file.

To verify *.sh script functionality:

1. Log in to the server or stand-alone workstation with Administrator rights.
2. Move the **smbackup_automated_<version>.sh** file to any location, such as ***[path]*/Pearson/SuccessMaker/**

   where *path* is the installation location; the default path is /opt

3. Open **Terminal** on the file server.
4. Type **su** and press **Enter**.
5. Type the root password and press **Enter**.

6. Type the following command (use the location in step 2) and press **Enter**:

   cd *[path]*/Pearson/SuccessMaker/

   where *path* is the installation location; the default path is /opt

7. Type the following command and press **Enter**:

   sh ./smbackup_automated_<version>.sh

   NOTE: BACKUP WILL RUN IN TERMINAL AND DISPLAY THE "BACKUP COMPLETE" MESSAGE WHEN COMPLETE. ESTIMATED TIME DEPENDS ON THE DATABASE SIZE.

8. Launch File Browser and browse to:

   ***[path]*/Pearson/SuccessMaker/LMSBackup/**

   where *path* is the installation location; the default path is /opt

9. Verify that either a **Daily** or **Weekly** folder appears.

   NOTE: A DAILY FOLDER IS CREATED IF BACKUP RUNS MONDAY-THURSDAY. A WEEKLY FOLDER APPEARS IF BACKUP RUNS ON FRIDAY. BACKUPS WILL NOT RUN ON SATURDAY OR SUNDAY.

10. Browse the **Daily** or **Weekly** folder and verify the following:

    successmaker.dump exists and has a file size larger than **0KB**

    IMPORTANT: PEARSON RECOMMENDS THAT YOU REGULARLY BACK UP THE DATABASE. ONE SUGGESTION IS TO USE A TASK SCHEDULER THAT FORCES A BACKUP SCRIPT TO RUN A MINIMUM OF TWICE WEEKLY, WITH ONE DAY BEING FRIDAY.

    PEARSON RECOMMENDS THAT YOU ALSO MAINTAIN A COPY OF THE SUCCESSMAKER BACKUPS WITHIN YOUR ENTERPRISE BACKUP SOLUTIONS ON A SEPARATE SERVER; IF THE SERVER FAILS, YOU WILL STILL HAVE A BACKUP OF THE DATABASE. YOU ARE RESPONSIBLE FOR INTEGRATING THE SUCCESSMAKER BACKUPS INTO YOUR REGULAR DATA PROTECTION STRATEGY. BE SURE TO INCLUDE THE **LMSBACKUP** FOLDER IN YOUR ENTERPRISE SOLUTION BACKUP STRATEGY.

11. You are ready to use the SuccessMaker 7 product. Go to Appendix A, Reference Materials, to review best practices.

A

Reference Materials

This appendix contains reference materials, including Best Practices, how to enable SSL Security, how to change your state ID, and how to use the Installation Management Utility (IMU).

Best Practices

To optimize user experience, Pearson recommends the following best practices.

- The latest service packs and hot fixes are applied to both the client workstations and the server operating systems.
- The network switches, workstations, and servers are configured to the correct duplex settings.
- The workstation's Network Interface Card (NIC) is configured never to power off.
- The hardware has the latest manufacturer updates and patches.
- The workstations have a resolution of 1024x768 or greater.
- Pop-up blockers are turned off.
- The Always Trust Pearson Certificate is active.
- SSL is enabled for added security. See the next section.

Enabling SSL Security

By default, the SuccessMaker 7 upgrade will not enable or retain any Secure Socket Layer (SSL) settings if used in your environment for SuccessMaker. All content and URL access are defaulted to communicate over port 80 using HTTP. To enable or re-enable SSL for SuccessMaker 7, you need a purchased certificate from a trusted Certificate Authority (CA).

Review Knowledge Base article 4356 for a complete guide to enable SSL for SuccessMaker 7.

NOTE: IT IS A PEARSON BEST PRACTICE TO ENABLE SSL FOR ADDED SECURITY OF THE SUCCESSMAKER 7 PRODUCT.

Once SSL has been enabled or re-enabled, the administrator, teacher and student interfaces will be over SSL. All content and reporting will be over SSL, as well.

Users accessing the SuccessMaker 7 product will need to use the following to gain access: https://*serverip*

where *serverip* is the IP address of the web server

Installation Management Utility

The Installation Management Utility (IMU) can be used to recover a system or district administrator password or to performance tune the SuccessMaker servers.

NOTE: BEFORE ACCESSING THE IMU, COMPLETE THE MAMA CONFIGURATION AND CONNECTIVITY SECTION.

Resetting an Existing System or District Account Password

1. Open a web browser and access the URL: http://*serverip*:18080/IMU/

   where *serverip* is the IP address of the application server
2. Enter username and password and click **Login**.
   - Username = MAMA SchoolID (case-sensitive)
   - Password = MAMA ServerID (case-sensitive)
3. Under **SM Management**, click **Login Recovery**.
4. Highlight an account in the list, and click **Select User**.
5. In the **Change Password** box:
   - Enter the new password for **Password**.
   - Enter the new password again for **Confirm**.
6. Click **Change Password**.
7. In the **Info** box, click **OK**.
8. Close all browsers.

Performance Tuning a Server with over 400 Concurrent Users

1. Open a web browser and access the URL: http://*serverip*:18080/IMU/

   where *serverip* is the IP address of the SuccessMaker server

   NOTE: PERFORMANCE MODIFICATIONS MUST BE COMPLETED FOR EACH SUCCESSMAKER SERVER. IN MULTI-SERVER IMPLEMENTATIONS, THE DATABASE, APPLICATIONS, AND WEB SERVERS WILL NEED TO BE ADJUSTED.
2. Enter username and password and click **Login**.
   - **Username** = MAMA School ID (case-sensitive)
   - **Password** = MAMA Server ID (case-sensitive)

3. Under **Server Management**, click **Performance Settings**.
4. Click **Change Settings**.

   NOTE: BY DEFAULT, IMU WILL BE SET FOR 400 CONCURRENT USERS.
5. Choose the appropriate **Concurrent Users** limit.
6. Click **Change Configuration**.

   IMPORTANT: THE TOMCAT, APACHE, AND POSTGRESQL SERVICES WILL CYCLE THEIR SERVICE DURING THIS TIME. USERS WILL NOT BE ABLE TO ACCESS SUCCESSMAKER FOR A FEW MINUTES AS THE SERVICES RESTART.
7. Close all browsers.

Congratulations. Your upgrade to SuccessMaker 7 is complete.